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Approved for use through 10/31/2002. OMB 0651-0035

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#6
7-16-03
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POWER OF ATTORNEY OR AUTHORIZATION OF AGENT

| | |
|------------------------|-----------------------------------------------|
| Application Number | 09/530,723 |
| Filing Date | 5-2-2000 |
| First Named Inventor | Holt |
| Title | Method and system for Routing Service calls.. |
| Group Art Unit | 2743 |
| Examiner Name | Not Assigned |
| Attorney Docket Number | 97055 |

I hereby appoint:

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OR
 Practitioner(s) named below:

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I am the:

- Applicant/Inventor.
 Assignee of record of the entire interest. See 37 CFR 3.71.
Statement under 37 CFR 3.73(b) is enclosed. (Form PTO/SB/96).

SIGNATURE of Applicant or Assignee of Record

| | |
|-----------|----------------------------------------------------------------------------------------------------|
| Name | Jacqueline Gregorski, VP Patent Trademark Procurement, BellSouth Intellectual Property Corporation |
| Signature | |
| Date | 6-73-03 |

NOTE: Signatures of all the inventors or assignees of record of the entire interest or their representative(s) are required. Submit multiple forms if more than one signature is required, see below*.

*Total of 1 forms are submitted.

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PTO/SB/82 (10-00)

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REVOCATION OF POWER OF ATTORNEY OR AUTHORIZATION OF AGENT

| | |
|------------------------|--------------|
| Application Number | 09/530,723 |
| Filing Date | 5-2-2000 |
| First Named Inventor | Holt |
| Group Art Unit | 2743 |
| Examiner Name | Not Assigned |
| Attorney Docket Number | 97055 |

I hereby revoke all previous powers of attorney or authorizations of agent given in the above-identified application:

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JUL 11 2003

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Assignee of record of the entire interest. See 37 CFR 3.71.
Statement under 37 CFR 3.73(b) is enclosed. (Form PTO/SB/96)

SIGNATURE of Applicant or Assignee of Record

Name Jacqueline Gregorski VP Patent Trademark Procurement BellSouth Intellectual Property Corp

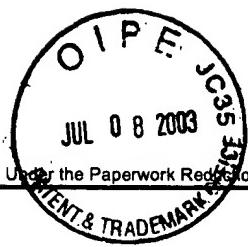
Signature

Date 6-23-03

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PTO/SB/96 (08-00)

Approved for use through 10/31/2002, OMB 0651-0031

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STATEMENT UNDER 37 CFR 3.73(b)Applicant/Patent Owner: Holt et alApplication No./Patent No.: 09/530,723 Filed/Issue Date: 5-2-2000Entitled: Vice President Patent Trademark Procurement Method + System for Routing Calls ..
BellSouth Intellectual Property Corporation , a Corporation

(Name of Assignee)

(Type of Assignee, e.g., corporation, partnership, university, government agency, etc.)

states that it is:

- the assignee of the entire right, title, and interest; or
- an assignee of less than the entire right, title and interest.
The extent (by, percentage) of its ownership interest is _____ %

in the patent application/patent identified above by virtue of either:

A. An assignment from the inventor(s) of the patent application/patent identified above. The assignment was recorded in the United States Patent and Trademark Office at Reel 108344, Frame 940, or for which a copy thereof is attached.

OR

B. A chain of title from the inventor(s), of the patent application/patent identified above, to the current assignee as shown below:

1. From: _____ To: _____
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Additional documents in the chain of title are listed on a supplemental sheet.

Copies of assignments or other documents in the chain of title are attached.

[NOTE: A separate copy (i.e., the original assignment document or a true copy of the original document) must be submitted to Assignment Division in accordance with 37 CFR Part 3, if the assignment is to be recorded in the records of the USPTO. See MPEP 302.08]

The undersigned (whose title is supplied below) is authorized to act on behalf of the assignee.

6-23-03
Date

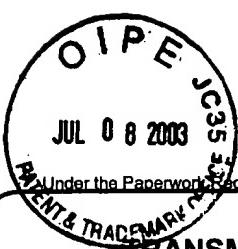
Jacqueline Gregorski

Typed or printed name

Signature

Vice President Patent Trademark Procurement

Title



PTO/SB/21 (05-03)

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**TRANSMITTAL
FORM**

(to be used for all correspondence after initial filing)

Total Number of Pages in This Submission

4

| | |
|------------------------|--------------|
| Application Number | 09/530,723 |
| Filing Date | 05/02/2000 |
| First Named Inventor | Holt |
| Art Unit | 2743 |
| Examiner Name | Not Assigned |
| Attorney Docket Number | 0201-97055 |

| ENCLOSURES (Check all that apply) | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input type="checkbox"/> Amendment/Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/ Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53 | <input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input checked="" type="checkbox"/> Power of Attorney, Revocation <input type="checkbox"/> Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____ | <input type="checkbox"/> After Allowance communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please Identify below): Statement under 37 CFR 3.73(b) |
| Remarks | | |

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SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

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| Firm or Individual name | Nora M. Tocup |
| Signature | <i>Nora M. Tocup</i> |
| Date | 7/3/03 |

CERTIFICATE OF TRANSMISSION/MAILING

I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.

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|-----------------------|----------------------|------|--------|
| Typed or printed name | Nora M. Tocup | | |
| Signature | <i>Nora M. Tocup</i> | Date | 7/3/03 |

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.